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February 8, 1994

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FEB 8 '94
RECEIVED
FEDERAL COMMUNICATIONS
COMMISSION
OFFICE OF THE
SECRETARY

Mr. William F. Caton
Secretary
Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

Re: Notification of Permitted Written Ex Parte
Presentation in MM Docket Nos. 92-266 & 93-215

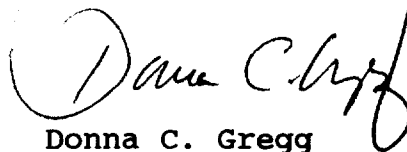
Dear Mr. Caton:

Blade Communications, Inc., by their attorneys and pursuant to Section 1.1206(a)(1) of the Commission's rules, hereby submits two copies of this memorandum regarding a permitted ex parte presentation to Commission officials regarding MM Docket Nos. 96-266 & 93-215.

Today at 3:30 p.m., Allan J. Block, Vice Chairman of Blade Communications, Inc., and David G. Huey, President of Buckeye Cablevision, Inc., along with Donna C. Gregg of Wiley, Rein & Fielding and U.S. Representative Marcy Kaptur, met with FCC Chairman Reed Hundt and Merrill Spiegel, Special Assistant to the Chairman. The discussion related to issues raised in the above-named company pleadings in the cable rate regulation dockets cited above.

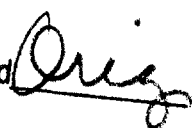
Kindly direct any questions regarding this matter to the undersigned.

Respectfully submitted,


Donna C. Gregg

DCG/ddl

No. of Copies rec'd
List A B C D E



CABLE COMPARISON

<u>Cable Company</u>	<u>Monthly Charge</u>	<u>Number of Channels</u>
<u>Major Cities in Ohio</u>		
Warner - Akron	\$22.58	32
Warner - Cincinnati	27.52	41
Continental - Dayton	21.95	33
North Coast - Cleveland	22.85	49
Coaxial - Columbus	26.20	38
Warner - Columbus	25.90	28
Cablevision/Cleveland Area	22.45	31
AVERAGE OF MAJOR OHIO CITIES	\$24.21	36
THE CABLESYSTEM, TOLEDO <small>Effective 3/1/93</small>	\$20.95	42
<u>Nearby Suburban Systems</u>		
Triax - Waterville, Northwood	\$23.09	41
Phoenix - Bedford Township	21.23	38
Cablevision of Midwest - Walbridge	20.95	30

**The CableSystem Comparison
Buckeye Cablevision, Inc., Toledo, Ohio**

Rate History

<u>Year</u>	<u>Standard Rate</u>	<u>Active Channels</u>
1986	\$11.95	23
1987	\$11.95	29
1988	\$14.50	35
1989	\$14.50	38
1990	\$16.95	40
1991	\$18.95	42
1992	\$19.95	42
1993	\$20.95	42

<u>Comparison</u>	<u>1986</u>	<u>Pre-Reg 1993</u>	<u>% Increase</u>
Rates-Standard Service	\$11.95	\$20.95	75.3%
Channels	23	42	82.6%
Programming Costs	\$965,080	\$4,672,040	384.1%
Phone Hours Available/Week	54 hours	168 hours	211.1%
Number of Customers	103,704	119,834	15.5%

THE CABLESYSTEM
COMMITTED TO SERVING YOU

No one can be perfect. But, at The CableSystem, we strive to be very good in our service to customers, because that's what you are entitled to and deserve. As the managing executives of The CableSystem, we accept responsibility for ensuring the quality of service. If you experience any problems with The CableSystem or its people which are not resolved through the normal channels of our customer relations department at 866-9800, please write or call us (see below).

Our people are committed to offering the very best customer service. Telephone representatives answer over 600,000 phone calls annually, staffing the phones 24 hours a day, 365 days a year. Technicians make 45,000 service repair calls annually and are available 7 days a week, 365 days a year. System outages due to lightning or wind damage and electrical failures are responded to immediately day or night. Our people work hard to meet your expectations and earn your loyalty.

In addition to our commitment to you, the Federal Communications Commission has recently issued new regulations in which technical standards have been implemented. One of the regulations requires The CableSystem to inform you, our customer, who you may contact in your city, village, or township if you are dissatisfied with The CableSystem's handling of a signal quality problem which you have brought to our attention. Listed on the reverse side is the address and telephone number of the appropriate official for each city, village, or township The CableSystem serves.

Once again, no one can be perfect, but we pledge to you we will not be satisfied with the status quo. We will constantly strive to improve our service to meet your expectations.

The true measure of success is not in our minds, but in the minds of customers served.

Sincerely,

allan Block

Allan Block
Chairman of The Board
541 Superior Street
Toledo, Ohio 43660
Business: 245-6035
Home: 242-6739

David G. Huey

David G. Huey
President and General Manager
5566 Southwyck Boulevard
Toledo, Ohio 43614
Business: 866-5802
Home: 885-2773

GOVERNMENTAL CONTACT LIST

Toledo

Keith Wilkowski, Law Director
City of Toledo
One Government Center
Toledo, Ohio 43604

Sylvania

Carl Dorcas, Law Director
City of Sylvania
6730 Monroe St., Suite 203
Sylvania, Ohio 43560

Ottawa Hills

Marc Thompson, Manager
Village of Ottawa Hills
2125 Richards Rd.
Toledo, Ohio 43606

Holland

Councilman Lee Irons
Village of Holland
1245 Clarion Ave., P.O. Box 249
Holland, Ohio 43528

Maumee

Steve Pauken, Mayor
City of Maumee
110 East Dudley St.
Maumee, Ohio 43537

Perrysburg

R.D. Cotner, Mayor
City of Perrysburg
210 W. Indiana Ave.
Perrysburg, Ohio 43551

Rossford

Matt Kolb, Sr., Law Director
City of Rossford
133 Osborne St.
Rossford, Ohio 43460

Oregon

Michael Dansack, Mayor
City of Oregon
5330 Seaman Rd.
Oregon, Ohio 43616

Harbor View

Jack Stieben, Mayor
Village of Harbor View
127 Lakeview Dr.
Harbor View, Ohio 43434

Washington Township

Arthur Richter, Chairman
Washington Twp. Trustees
P.O. Box 5133
Toledo, Ohio 43611-0130

Sylvania Township

Lucille Laskey, Chairman
Sylvania Twp. Trustees
4927 Holland-Sylvania Rd.
Sylvania, Ohio 43560

Springfield Township

Loretta Keller, Clerk
Springfield Township Hall
7617 Angola Rd.
Holland, Ohio 43528

Spencer Township

Thomas Soss, Chairman
Spencer Twp. Trustees
630 N. Mielke Rd., P.O. Box 28
Holland, Ohio 43528

Monclova Township

Sharon Bucher, Secretary
Monclova Twp. Admin. Bldg.
Monclova and Albon Roads
Monclova, Ohio 43542

Perrysburg Township

Gerald Henry, Chairman
Perrysburg Twp. Trustees
P.O. Box 729
Perrysburg, Ohio 43551

Middleton Township

Fred Getz, Chairman
Middleton Twp. Trustees
Township Hall - P.O. Box 206
Haskins, Ohio 43525

Erie Township, Michigan

Margaret Dussean, Supervisor
Erie Township
2060 Manhattan St., P.O. Box 187
Erie, Michigan 48133

Cable Television Consumer Protection and Competition Act of 1992

FCC-Mandated Customer Service Standards

All standards are effective July 1, 1993

FCC Standard Is:

The CableSystem™ Does:

- For us to maintain a local toll-free or collect access line 24 hours a day, 7 days a week. During normal business hours (hours during which most similar businesses are open to serve customers, and must include evening hours at least one night per week and/or some weekend hours), the phones must be staffed by trained company representatives. An answering service or machine may be used at other times, but if so, inquiries received after hours must be responded to the next business day.

- Already provide a toll-free (collect to about 225 who live on the Curtice-Elmore exchange) 24 hours a day 365 days a year. We staff the phones full time with trained customer service representatives who are able to answer immediately most questions posed by callers. We DO NOT use an answering service. An answering machine answers phones when all CRRs are occupied on other calls. The average wait time of all calls is 13 seconds.

- For a trained customer service representative to be on the phone within 30 seconds after a connection is made, and that if the call is transferred, the transfer must be completed within 30 seconds. These standards must be met 90 per cent of the time, and stipulate that the phones will be busy less than three per cent of the time.

- With proper training of personnel and thus offering one-stop shopping for customers, have a policy NOT to transfer phone calls. Calls are transferred only if the customer asks for a specific CRR by name or for a supervisor. In 1993, our telephone answering standards have been met 96 per cent of the time, with an average hold time of 13 seconds. Seventy-four per cent of the calls are answered live, and the phones were busy 0 per cent of the time.

- For the customer service center and bill payment locations to be open at least during normal business hours (see above) and to be conveniently located.

- Keep our lobby at 5566 Southwyck Blvd. open from 8 a.m. to 7 p.m. Mondays through Fridays and from 8 a.m. to 4 p.m. Saturdays. The DeVeaux branch office, in the Food Town Plus store at Sylvania Avenue and Douglas Road, and the Oregon branch office, in the Food Town Plus store at 3010 Navarre Ave., are open from 1 to 7 p.m. seven days a week. Through research, we have found these hours to be most useful and convenient to our customers. In addition, bills may be paid at 18 Huntington Bank locations or at the payment drop boxes at all three offices.

- That standard installations (up to 125 feet from existing plant) will be performed within seven business days after the order is placed.

- Perform installations (up to 150 feet from existing plant) the next day if the order is placed by 5 p.m. All others are completed the following day unless the customer wishes a later schedule.

- "Appointment windows" will be either a specific time or, at maximum, a four-hour time block during normal business hours.

- Offer one-hour appointment windows for installations and two-hour windows for service calls. Installations are scheduled from 8 a.m. to 9 p.m. Mondays through Fridays and from 8 a.m. to 5 p.m. Saturdays. Service calls are scheduled from 8 a.m. to 9 p.m. Mondays through Thursdays, from 8 a.m. to 7 p.m. Fridays, from 8 a.m. to 5:30 p.m. Saturdays, and from 10:30 a.m. to 7 p.m. Sundays. We also offer, for a fee, exact-time appointments.

- That we begin working on service interruptions within 24 hours after the interruption becomes known, and that we begin working to correct other service problems the next business day after notification of the problem.

- Resolve all service-interruption problems within two hours, anytime day or night, sometimes with temporary solutions. We then have ALL service interruptions cleared up with permanent repairs within 24 hours.

FCC Standard Is:

The CableSystem Does:

<ul style="list-style-type: none">● That we cannot cancel an appointment after the close of business on the day before the appointment; that if our field crews are unable to keep an appointment window, the customer must be contacted and another appointment, convenient to the customer, be scheduled. No penalty for non-compliance, in the form of credit or free installation, is spelled out	<ul style="list-style-type: none">● NOT ever cancel appointments. If we cannot meet the scheduled appointment window, we contact the customer and reschedule to the customer's convenience, preferably yet that day. Technicians are authorized to award credit to the customer in the field if we miss the appointment window.
<ul style="list-style-type: none">● That we communicate with our customers at least annually concerning products and services, prices and options, installation and service policies, instructions on use of services and equipment, channel positions, and billing and complaint procedures.	<ul style="list-style-type: none">● Routinely inform our customers of any such changes, and that practice will continue to conform to the new law. In addition, each year a letter goes to all customers over the signatures of both the president and chairman of the board listing both their home telephone numbers, and asking the customer to call either at home if the subscriber has a problem which has not been resolved through normal channels.
<ul style="list-style-type: none">● For us to notify customers at least 30 days in advance of any changes in rates, programming, or channel positions.	<ul style="list-style-type: none">● Mailing in advance of any such changes. In addition, we also notify government officials of any changes which might result in questions to them from their constituents.
<ul style="list-style-type: none">● That our bills be clear, concise, understandable, and fully itemized. In case of a billing dispute, we must respond to a written complaint within 30 days.	<ul style="list-style-type: none">● Send out clear, concise, understandable, and itemized statements, and has for some time. We act upon any dispute upon receipt of a written query. If the issue can be resolved immediately, it is and the customers is called or sent a letter that same day. If the dispute will require extensive research, the customer immediately is sent a letter to that effect, then is notified immediately upon resolution, usually within two weeks.
<ul style="list-style-type: none">● That we issue refund checks no later than (1) the customer's next billing cycle following resolution of the request, or (2) 30 days, whichever is earlier, or the return of the equipment supplied, in the event of termination of service.	<ul style="list-style-type: none">● Issue refund checks automatically twice monthly or upon request from a customer. In addition, we empower all customer relations representatives to authorize credits or refunds, eliminating the need for the customer to talk to several levels of supervisors.



The CableSystem®
866-9800

August, 1993

Dear Customer,

We at The CableSystem have pledged to keep our subscribers fully informed about developments related to implementation of the Cable Television Consumer Protection and Competition Act of 1992 and to communicate at the earliest time any necessary changes resulting from FCC implementation of the new law. The purpose of this letter is to tell you about complex changes in your bill.

Some bills will go up while others go down, but overall, under the new FCC regulations, our average customer bill will decrease. Customers with additional outlets will see the greatest savings.

The FCC rate regulations are scheduled to go into effect on Sept. 1, and on that date the following monthly rate changes will be implemented:

- I. Additional outlets will go from \$2.50 to no charge!
- II. CATV Basic will drop from \$11.95 to \$9.78.
- III. A separate home-wiring maintenance fee of 31 cents per home, which had been a part of the service fee, now will be charged separately.
- IV. Satellite Services will increase from \$9 to \$10.76.
- V. The remote control service charge of \$3 will be changed to a remote rental charge of 29 cents and a converter rental charge of \$2.54 plus tax.
- VI. The charge for an additional converter will drop from \$8.95 to \$2.54 plus tax.
- VII. There will be a new charge of \$4.95 each for duplication of premium service(s) on the second and subsequent converters. Premium service prices will be unaffected.

For complete explanations of each of these and other price changes, please read the accompanying explanation sheets. Each of these changes is numbered the same on the yellow sheet. If you still have questions, please call our customer relations representatives at **866-9800**. We answer our phones 24 hours a day. Please be understanding at this time, as a heavy volume of telephone calls about this confusing issue might result in temporary delays in telephone response.

What is our feeling at The CableSystem about the price changes? Obviously, we don't like them because they create confusion among all our customers -- and they will reduce our total revenue. Furthermore, the legislation essentially limits future rate increases to the Gross National Product-Price Index, leaving nothing for investment in new technology or expansion.

We feel our rates over the years have been fair. Every other major city in the state has had higher rates. We have always tried to practice restraint and set reasonable rates. We are making our very best effort to comply with the law and to make its impact on you as minimal as possible, while offering you all the advantages due you under the regulations.

Sincerely,

Allan Block
Chairman of the Board
541 Superior Street
Toledo, Ohio 43660
Business: 245-6035
Home: 242-6739

David G. Huey
President and General Manager
5566 Southwyck Boulevard
Toledo, Ohio 43614
Business: 866-5802
Home: 885-2773

The Cable Television Consumer Protection and Competition Act of 1992 requires us to notify customers of changes in channel line-up at least 30 days before they occur. Another portion of that law, the retransmission-consent section, stipulates that we must have written permission from the local broadcast television stations to continue carrying them after Oct. 6.

We have written agreements with the four Toledo stations (WTOL Ch. 11, WTVG Ch. 13, WNWO Ch. 24, and WUPW Ch. 36) to extend that deadline to Dec. 31, 1993, so those will remain on at least through 1993. We are negotiating with the four Detroit stations (WJBK Ch. 2, WDIV Ch. 4, WXYZ Ch. 7, and WKBD Ch. 50), but have no agreements, so any one or all might withhold permission for us to carry them after Oct. 6.

If so, under the law we have no recourse but to take off the system any who refuse to permit us to carry them. We continue to negotiate with them, and hope they will not withhold permission, just as we hope the Toledo stations do not withhold permission in December, but in order to comply with the new law, we must send you this notification.

We will continue to carry the public broadcast stations, WGTE-TV 30, and WBGU-TV 27, under provisions of the Cable Act.

Compliance with the retransmission-consent portion of the law will render it prohibitively expensive and operationally complicated to continue to carry the FM stations on the A cable. Thus, effective Oct. 6, we no longer will provide this service. We regret that we must take this step.

Comparison of Old, New Rates Under The Cable Television Consumer Protection and Competition Act of 1992

(Effective Sept. 1, 1993)

<i>Item or Service Category</i>		Old Rate	New Rate
I.	Additional outlet ¹ (AO) with no converter	\$2.50	\$0.00
	<u>Total Monthly Fee: AO, no converter</u>	<u>\$2.50</u>	<u>\$0.00</u>
II.	CATV Basic ² (See notes on adjacent sheet)	\$11.95	\$9.78
	Franchise Fee ³	Included in Above	.29
III.	Home Wiring Maintenance Fee ⁴	Included in Above	\$.31
	<u>Total Monthly Fee: CATV Basic</u>	<u>\$11.95</u>	<u>\$10.38</u>
IV.	CATV Basic	\$11.95	\$9.78
	Satellite Services (not available separately) ⁵	\$9.00	\$10.76
	Franchise Fee ³	Included in Above	\$.62
	Home Wiring Maintenance Fee ⁴	Included in Above	\$.31
	<u>Total Monthly Service Fee: CATV/Satellite Services</u>	<u>\$20.95</u>	<u>\$21.47</u>
V.	Remote Control ⁶	\$3.00	\$.29
	Tocom Converter ⁶	Included in Above	\$2.54
	Ohio Sales Tax ⁷	No Charge	\$.18
	<u>Total Monthly Fee: converter, remote</u>	<u>\$3.00</u>	<u>\$3.01</u>
	Tocom Converter, no remote ⁸	No Charge	\$2.54
	Ohio Sales Tax ⁷	No Charge	\$.16
	<u>Total Monthly Fee: converter, no remote</u>	<u>No Charge</u>	<u>\$2.70</u>
	Remote function only, use own remote	\$3.00	No Charge
	Tocom Converter ⁶	Included in Above	\$2.54
	Ohio Sales Tax ⁷	No Charge	\$.16
	<u>Total Monthly Fee: converter, remote function</u>	<u>\$3.00</u>	<u>\$2.70</u>
VI.	Additional outlet, converter and remote	\$8.95	
	Additional outlet ¹	Included in Above	\$0.00
	Converter ⁶	Included in Above	\$2.54
	Remote ⁶	\$3.00	\$.29
	Ohio Sales Tax ⁷	No Charge	\$.18
	<u>Total Monthly Fee: AO, converter, remote</u>	<u>\$11.95</u>	<u>\$3.01</u>
VII.	Converter ⁶ on additional outlets with premium service	\$8.95	\$2.54
	Each AO converter authorized for any premium service available on primary outlet ⁹	Included in Above	\$4.95
	Additional Outlet ¹	Included in Above	\$0.00
	Franchise Fee ³	Included in Above	\$.15
	Ohio Sales Tax ⁷	No Charge	\$.16
	<u>Total Monthly Fee: AO with premium service</u>	<u>\$8.95</u>	<u>\$7.80</u>

RESIDENTIAL RATE CARD - EFFECTIVE 9-1-93

	Installation	Monthly
Standard Service		
Outside Connection	\$17.85	\$20.54
Inside Wiring-each outlet	17.85	20.54
-CATV Basic		
Outside Connection	30.85	9.78
Inside Wiring-each outlet	17.85	9.78
-Satellite Channels	•	10.76
Home Wiring Maintenance	0	0.31
Standard Service-Apartment Installation	11.90	20.54
Reconnect-non-pay disconnect	27.85	20.54
Non-payment Collection Fee	15.00	
Equipment Rental: (State sales tax will be added)		
Tocom Converter		2.54
CableSystem Controller Remote		0.29
Additional Outlet-separate trip (Additional Outlet might require amplifiers.)	26.75	0
Outlet Relocation-at time of install	17.85	
Outlet Relocation-separate trip	26.75	
VCR Kit Hook-up	17.85	0
Prewire Charge-1st outlet	35.65	
-each additional outlet	17.85	
Wall Fish	17.85	
Picture in Picture-at time of install	17.85	
Picture in Picture-separate trip	26.75	
Extension Cable-picked up in lobby	11.85	
Extension Cable-delivered	20.00	
Exact Time Install	15.00	
Miscellaneous trip to home	17.85	
Inside Wiring Repair Call-with maintenance agreement	0	
-without maintenance agreement	25.00	
Bury Drop-customer option	35.65	
Returned Check Fee	10.00	
*not available separately		
Impulse Entertainment (Monthly Guide Included)		
Impulse Installation	25.00	0
Impulse Movie	3.95	
Impulse 800 Movie	4.95	
Premium Service Rates (Monthly Guide Included)		
Upgrade	5.00	
Switch Services	5.00	
Monthly Charges		
-Showtime, PASS, Disney Channel		8.95 ea.
-Movie Channel		9.95
-HBO		12.95
-Premium Service Pass through on each additional converter		4.95
Packaging Prices for Additional Services		
ValueVision-Standard Service, Converter and Remote,Rentals, Showtime, Movie Channel, Disney Channel		40.32
ValueVision-PASS not Disney Channel		40.32
ValueVision-Plus-with both PASS & Disney Channel		44.32
2 Premium Services		14.95
3 Premium Services		23.95
HBO not available in packages		

A payment of installation charges plus the first month of service and picture ID is required for all new subscribers of The CableSystem at the time of install.

50% discount on installation charges for Golden Buckeye card holders.

A franchise Fee is charged for CATV Basic, Satellite Channels, and Premium Services.

Prices apply only to normal installations within 150' of existing cable plant. Other conditions might require additional charges.



Customer Service 866-9800
24 hours, 7 days/week

DeVaux and Navarre Branches
1 pm - 7 pm, 7 days/week

Explanatory Notes

¹ The additional outlet charge has been a part of our fee structure since the founding of this company in 1966. We believe it has been fairly priced, and increases have not even kept pace with inflation. However, under the new FCC rules, it is not permissible to continue charging the additional outlet fee. Part of the cost of maintaining the system had been covered by the revenue generated by the additional outlet fee.

² In order to comply with the guidelines established by the FCC, we have moved two channels from the Satellite Services to be included in the CATV Basic and have reduced the price for CATV Basic from \$11.95 to \$9.78, while making it possible to order premium services and Pay-Per-View events. The channels are Impulse Marquee and Prevue Guide (on Chs. 14A and B respectively, on cable-ready TV sets only).

³ The franchise fee (the amount we pay for the use of public rights-of-way for our cables) is not new and does not add to your total bill. It formerly had been included as part of your basic service, but now is listed separately. Before, the statement showed level of service, premium channels, remote function, and any Impulse ® Entertainment items purchased. The FCC now requests us also to itemize equipment rental, sales tax, and franchise fees (three per cent of CATV Basic and Satellite Services and additional outlets, and two per cent of premium service charges). That's why you see more lines and figures on your statement.

⁴ The home wiring maintenance fee had been included in the monthly charge for service, either CATV Basic or the Standard Satellite Service, and provided us the resources to make no-charge service calls whenever you called. Now that we must itemize all charges, this will appear as a separate fee on your statement. If you pay the home wiring maintenance fee, we will continue to make service calls at no charge. If you do not wish to pay the monthly maintenance fee, call and we will remove it from your statement. However, if you choose to cancel this service, each repair call to your home will cost \$25, unless the problem is due to wiring outside the home or to any of our electronic equipment.

⁵ The 22-channel Satellite Services has gone from \$9 to \$10.76 per month, meaning that the total monthly charge for the full 42-channel CATV Basic and Satellite Services (including local franchise fee of 62 cents and home wiring maintenance fee of 31 cents) has gone from \$20.95 to \$21.47. That 52-cent increase is brought about by the government-mandated restructuring of charges and offerings under the guidelines established nationally. You, our customers, have been enjoying lower than standard rates, but these now must be increased while other charges are reduced to bring our total fee structure in line with Washington's demands and to offset revenue being lost by the reduction in charges for additional outlets.

We have exercised responsible restraint in setting our fees in the past, but now must yield to the mandates of the Cable Act. While you may have heard reports in the media about rate rollbacks averaging 10 per cent and more, those reports were misleading in that they

failed to point out that not ALL customers would see a rate reduction -- only those who are customers of companies which have been charging more than Congress thought reasonable.

⁶ Another major change has to do with equipment charges. Since we introduced our addressable Tocom converters in 1987 (a technological advancement available today to only about 40 per cent of the cable customers nationwide), we have charged nothing for the first converter, but have charged \$3 per month for the remote-control *SERVICE*. Under the law, the FCC says we cannot sell this as a service, but must charge equipment rental fees based upon the cost of that equipment. Thus, the monthly rental for the converter under the FCC guidelines is \$2.54, and the monthly rental for the remote-control unit is 29 cents, bringing the total monthly rental to \$2.83.

⁷ Since the charge now must be considered an equipment rental, as mandated by the FCC, Ohio requires that we collect and send to Columbus sales tax on that rental -- tax that was not required when we were offering the remote function as a service. Thus, the total charge is \$3.01 (\$2.83 plus 18 cents sales tax [in Lucas County] per month) for a converter and remote control. We regret that the legislation caused this charge to increase, but please realize that we do not benefit from this increase. We are powerless to do anything but collect the tax and pass it on to Columbus.

⁸ Customers who have only the converter with no remote function, which had been free, now must pay \$2.54 plus 16 cents sales tax, for a total of \$2.70 per month. The reason is that the remote-service charge (explained above) in part covered the cost of the converter, and since the vast majority of customers with converters also took the remote, it was not necessary to charge the few who did not. Since we had to initiate a separate converter rental charge for those with remote controls, that charge, under the law, must apply to all customers with converters. Under the new rules, we are not permitted to waive a fee for one group of customers if we charge another for the same equipment or service.

⁹ Premium services duplicated on converters on additional outlets, which had been included with the converter fee, will be charged separately at \$4.95 per month per additional converter.

Another change on your statement is the address of the office of cable affairs where you may direct complaints about cable service in the franchise in which you live. The address block also contains the identifying number given to the franchise area by the FCC.

In order to help you understand the changes in your statement, we have produced an informational video which is shown on the hour and half hour 24 hours each day on the Impulse Marquee, 1A converter, 14A non-converter.

The Real Competitive System in the U.S.: Allentown, PA

	SERVICE ELECTRIC CABLE TV		TWIN COUNTY CABLE TV	
	NUMBER OF CHANNELS	RATE FOR BASIC (per month)	NUMBER OF CHANNELS	RATE FOR BASIC (per month)
1984	26	7.50	26	7.65
1985	27	7.50	31	8.50
1986	31	N/R	31	9.00
1987	31	N/R	31	9.00
1988	40	11.50	39	7.65
1989	40	12.95	39	7.65
1990	40	14.99	39	14.50
1991	40	14.99	39	14.50
1992	45	19.00	42	18.50
1993	45	19.00	42	18.50
CURRENT AS OF 02/08/94	49	21.50	40	21.15

* Prices cited do not reflect any applicable taxes.

* N/R indicates that the rate was not reported.

* All numbers taken from Television & Cable Fact Book except current numbers which were obtained directly from cable operator.

* Number of channels calculated according to following formula:

cited channel capacity less number of channels not in use, less number of channels assigned to pay service, less number of channels set aside for pay per view.

CABLE COMPARISON

<u>Cable Company</u>	<u>Monthly Charge</u>	<u>Number of Channels</u>
<u>Major Cities in Ohio</u>		
Warner - Akron	\$22.58	32
Warner - Cincinnati	27.52	41
Continental - Dayton	21.95	33
North Coast - Cleveland	22.85	49
Coaxial - Columbus	26.20	38
Warner - Columbus	25.90	28
Cablevision/Cleveland Area	22.45	31
AVERAGE OF MAJOR OHIO CITIES	\$24.21	36
THE CABLESYSTEM, TOLEDO <small>Effective 3/1/93</small>	\$20.95	42
<u>Nearby Suburban Systems</u>		
Triax - Waterville, Northwood	\$23.09	41
Phoenix - Bedford Township	21.23	38
Cablevision of Midwest - Walbridge	20.95	30

The CableSystem Comparison
Buckeye Cablevision, Inc., Toledo, Ohio

Rate History

<u>Year</u>	<u>Standard Rate</u>	<u>Active Channels</u>
1986	\$11.95	23
1987	\$11.95	29
1988	\$14.50	35
1989	\$14.50	38
1990	\$16.95	40
1991	\$18.95	42
1992	\$19.95	42
1993	\$20.95	42

<u>Comparison</u>	<u>1986</u>	<u>Pre-Reg 1993</u>	<u>% Increase</u>
Rates-Standard Service	\$11.95	\$20.95	75.3%
Channels	23	42	82.6%
Programming Costs	\$965,080	\$4,672,040	384.1%
Phone Hours Available/Week	54 hours	168 hours	211.1%
Number of Customers	103,704	119,834	15.5%

THE CABLESYSTEM
COMMITTED TO SERVING YOU

No one can be perfect. But, at The CableSystem, we strive to be very good in our service to customers, because that's what you are entitled to and deserve. As the managing executives of The CableSystem, we accept responsibility for ensuring the quality of service. If you experience any problems with The CableSystem or its people which are not resolved through the normal channels of our customer relations department at 866-9800, please write or call us (see below).

Our people are committed to offering the very best customer service. Telephone representatives answer over 600,000 phone calls annually, staffing the phones 24 hours a day, 365 days a year. Technicians make 45,000 service repair calls annually and are available 7 days a week, 365 days a year. System outages due to lightning or wind damage and electrical failures are responded to immediately day or night. Our people work hard to meet your expectations and earn your loyalty.

In addition to our commitment to you, the Federal Communications Commission has recently issued new regulations in which technical standards have been implemented. One of the regulations requires The CableSystem to inform you, our customer, who you may contact in your city, village, or township if you are dissatisfied with The CableSystem's handling of a signal quality problem which you have brought to our attention. Listed on the reverse side is the address and telephone number of the appropriate official for each city, village, or township The CableSystem serves.

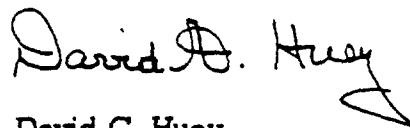
Once again, no one can be perfect, but we pledge to you we will not be satisfied with the status quo. We will constantly strive to improve our service to meet your expectations.

The true measure of success is not in our minds, but in the minds of customers served.

Sincerely,



Allan Block
Chairman of The Board
541 Superior Street
Toledo, Ohio 43660
Business: 245-6035
Home: 242-6739



David G. Huey
President and General Manager
5566 Southwyck Boulevard
Toledo, Ohio 43614
Business: 866-5802
Home: 885-2773



November 18, 1992

GOVERNMENTAL CONTACT LIST

Toledo

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One Government Center
Toledo, Ohio 43604

Sylvania

Carl Dorcas, Law Director
City of Sylvania
6730 Monroe St., Suite 203
Sylvania, Ohio 43560

Ottawa Hills

Marc Thompson, Manager
Village of Ottawa Hills
2125 Richards Rd.
Toledo, Ohio 43606

Holland

Councilman Lee Irons
Village of Holland
1245 Clarion Ave., P.O. Box 249
Holland, Ohio 43528

Maumee

Steve Pauken, Mayor
City of Maumee
110 East Dudley St.
Maumee, Ohio 43537

Perrysburg

R.D. Cotner, Mayor
City of Perrysburg
210 W. Indiana Ave.
Perrysburg, Ohio 43551

Rossford

Matt Kolb, Sr., Law Director
City of Rossford
133 Osborne St.
Rossford, Ohio 43460

Oregon

Michael Dansack, Mayor
City of Oregon
5330 Seaman Rd.
Oregon, Ohio 43616

Harbor View

Jack Staben, Mayor
Village of Harbor View
127 Lakeview Dr.
Harbor View, Ohio 43434

Washington Township

Arthur Richter, Chairman
Washington Twp. Trustees
P.O. Box 5133
Toledo, Ohio 43611-0130

Sylvania Township

Lucille Laskey, Chairman
Sylvania Twp. Trustees
4927 Holland-Sylvania Rd.
Sylvania, Ohio 43560

Springfield Township

Loretta Keller, Clerk
Springfield Township Hall
7617 Angola Rd.
Holland, Ohio 43528

Spencer Township

Thomas Soes, Chairman
Spencer Twp. Trustees
630 N. Mielke Rd., P.O. Box 28
Holland, Ohio 43528

Monclova Township

Sharon Bucher, Secretary
Monclova Twp. Admin. Bldg.
Monclova and Albon Roads
Monclova, Ohio 43542

Perrysburg Township

Gerald Henry, Chairman
Perrysburg Twp. Trustees
P.O. Box 729
Perrysburg, Ohio 43551

Middleton Township

Fred Getz, Chairman
Middleton Twp. Trustees
Township Hall - P.O. Box 206
Haskins, Ohio 43525

Erie Township, Michigan

Margaret Dusseau, Supervisor
Erie Township
2060 Manhattan St., P.O. Box 187
Erie, Michigan 48133

Cable Television Consumer Protection and Competition Act of 1992

FCC-Mandated Customer Service Standards

All standards are effective July 1, 1993

FCC Standard Is:

The CableSystem™ Does:

- For us to maintain a local toll-free or collect access line 24 hours a day, 7 days a week. During normal business hours (hours during which most similar businesses are open to serve customers, and must include evening hours at least one night per week and/or some weekend hours), the phones must be staffed by trained company representatives. An answering service or machine may be used at other times, but if so, inquiries received after hours must be responded to the next business day.

- Already provide a toll-free (collect to about 225 who live on the Curtice-Elmore exchange) 24 hours a day 365 days a year. We staff the phones full time with trained customer service representatives who are able to answer immediately most questions posed by callers. We DO NOT use an answering service. An answering machine answers phones when all CRRs are occupied on other calls. The average wait time of all calls is 13 seconds.

- For a trained customer service representative to be on the phone within 30 seconds after a connection is made, and that if the call is transferred, the transfer must be completed within 30 seconds. These standards must be met 90 per cent of the time, and stipulate that the phones will be busy less than three per cent of the time.

- With proper training of personnel and thus offering one-stop shopping for customers, have a policy NOT to transfer phone calls. Calls are transferred only if the customer asks for a specific CRR by name or for a supervisor. In 1993, our telephone answering standards have been met 96 per cent of the time, with an average hold time of 13 seconds. Seventy-four per cent of the calls are answered live, and the phones were busy 0 per cent of the time.

- For the customer service center and bill payment locations to be open at least during normal business hours (see above) and to be conveniently located.

- Keep our lobby at 5566 Southwyck Blvd. open from 8 a.m. to 7 p.m. Mondays through Fridays and from 8 a.m. to 4 p.m. Saturdays. The DeVaux branch office, in the Food Town Plus store at Sylvania Avenue and Douglas Road, and the Oregon branch office, in the Food Town Plus store at 3010 Navarre Ave., are open from 1 to 7 p.m. seven days a week. Through research, we have found these hours to be most useful and convenient to our customers. In addition, bills may be paid at 18 Huntington Bank locations or at the payment drop boxes at all three offices.

- That standard installations (up to 125 feet from existing plant) will be performed within seven business days after the order is placed.

- Perform installations (up to 150 feet from existing plant) the next day if the order is placed by 5 p.m. All others are completed the following day unless the customer wishes a later schedule.

- "Appointment windows" will be either a specific time or, at maximum, a four-hour time block during normal business hours.

- Offer one-hour appointment windows for installations and two-hour windows for service calls. Installations are scheduled from 8 a.m. to 9 p.m. Mondays through Fridays and from 8 a.m. to 5 p.m. Saturdays. Service calls are scheduled from 8 a.m. to 9 p.m. Mondays through Thursdays, from 8 a.m. to 7 p.m. Fridays, from 8 a.m. to 5:30 p.m. Saturdays, and from 10:30 a.m. to 7 p.m. Sundays. We also offer, for a fee, exact-time appointments.

- That we begin working on service interruptions within 24 hours after the interruption becomes known, and that we begin working to correct other service problems the next business day after notification of the problem.

- Resolve all service-interruption problems within two hours, anytime day or night, sometimes with temporary solutions. We then have ALL service interruptions cleared up with permanent repairs within 24 hours.

FCC Standard Is:

The CableSystem Does:

<ul style="list-style-type: none">● That we cannot cancel an appointment after the close of business on the day before the appointment; that if our field crews are unable to keep an appointment window, the customer must be contacted and another appointment, convenient to the customer, be scheduled. No penalty for non-compliance, in the form of credit or free installation, is spelled out	<ul style="list-style-type: none">● NOT ever cancel appointments. If we cannot meet the scheduled appointment window, we contact the customer and reschedule to the customer's convenience, preferably yet that day. Technicians are authorized to award credit to the customer in the field if we miss the appointment window.
<ul style="list-style-type: none">● That we communicate with our customers at least annually concerning products and services, prices and options, installation and service policies, instructions on use of services and equipment, channel positions, and billing and complaint procedures.	<ul style="list-style-type: none">● Routinely inform our customers of any such changes, and that practice will continue to conform to the new law. In addition, each year a letter goes to all customers over the signatures of both the president and chairman of the board listing both their home telephone numbers, and asking the customer to call either at home if the subscriber has a problem which has not been resolved through normal channels.
<ul style="list-style-type: none">● For us to notify customers at least 30 days in advance of any changes in rates, programming, or channel positions.	<ul style="list-style-type: none">● Mailings in advance of any such changes. In addition, we also notify government officials of any changes which might result in questions to them from their constituents.
<ul style="list-style-type: none">● That our bills be clear, concise, understandable, and fully itemized. In case of a billing dispute, we must respond to a written complaint within 30 days.	<ul style="list-style-type: none">● Send out clear, concise, understandable, and itemized statements, and has for some time. We act upon any dispute upon receipt of a written query. If the issue can be resolved immediately, it is and the customers is called or sent a letter that same day. If the dispute will require extensive research, the customer immediately is sent a letter to that effect, then is notified immediately upon resolution, usually within two weeks.
<ul style="list-style-type: none">● That we issue refund checks no later than (1) the customer's next billing cycle following resolution of the request, or (2) 30 days, whichever is earlier, or the return of the equipment supplied, in the event of termination of service.	<ul style="list-style-type: none">● Issue refund checks automatically twice monthly or upon request from a customer. In addition, we empower all customer relations representatives to authorize credits or refunds, eliminating the need for the customer to talk to several levels of supervisors.



The CableSystem®
866-9800

August, 1993

Dear Customer,

We at The CableSystem have pledged to keep our subscribers fully informed about developments related to implementation of the Cable Television Consumer Protection and Competition Act of 1992 and to communicate at the earliest time any necessary changes resulting from FCC implementation of the new law. The purpose of this letter is to tell you about complex changes in your bill.

Some bills will go up while others go down, but overall, under the new FCC regulations, our average customer bill will decrease. Customers with additional outlets will see the greatest savings.

The FCC rate regulations are scheduled to go into effect on Sept. 1, and on that date the following monthly rate changes will be implemented:

- I. Additional outlets will go from \$2.50 to no charge!
- II. CATV Basic will drop from \$11.95 to \$9.78.
- III. A separate home-wiring maintenance fee of 31 cents per home, which had been a part of the service fee, now will be charged separately.
- IV. Satellite Services will increase from \$9 to \$10.76.
- V. The remote control service charge of \$3 will be changed to a remote rental charge of 29 cents and a converter rental charge of \$2.54 plus tax.
- VI. The charge for an additional converter will drop from \$8.95 to \$2.54 plus tax.
- VII. There will be a new charge of \$4.95 each for duplication of premium service(s) on the second and subsequent converters. Premium service prices will be unaffected.

For complete explanations of each of these and other price changes, please read the accompanying explanation sheets. Each of these changes is numbered the same on the yellow sheet. If you still have questions, please call our customer relations representatives at **866-9800**. We answer our phones 24 hours a day. Please be understanding at this time, as a heavy volume of telephone calls about this confusing issue might result in temporary delays in telephone response.

What is our feeling at The CableSystem about the price changes? Obviously, we don't like them because they create confusion among all our customers -- and they will reduce our total revenue. Furthermore, the legislation essentially limits future rate increases to the Gross National Product-Price Index, leaving nothing for investment in new technology or expansion.

We feel our rates over the years have been fair. Every other major city in the state has had higher rates. We have always tried to practice restraint and set reasonable rates. We are making our very best effort to comply with the law and to make its impact on you as minimal as possible, while offering you all the advantages due you under the regulations.

Sincerely,

Allan Block
Chairman of the Board
541 Superior Street
Toledo, Ohio 43660
Business: 245-6035
Home: 242-6739

David G. Huey
President and General Manager
5566 Southwyck Boulevard
Toledo, Ohio 43614
Business: 866-5802
Home: 885-2773

The Cable Television Consumer Protection and Competition Act of 1992 requires us to notify customers of changes in channel line-up at least 30 days before they occur. Another portion of that law, the retransmission-consent section, stipulates that we must have written permission from the local broadcast television stations to continue carrying them after Oct. 6.

We have written agreements with the four Toledo stations (WTOL Ch 11, WTVG Ch. 13, WNWO Ch. 24, and WUPW Ch. 36) to extend that deadline to Dec. 31, 1993, so those will remain on at least through 1993. We are negotiating with the four Detroit stations (WJBK Ch. 2, WDIV Ch. 4, WXYZ Ch. 7, and WKBD Ch. 50), but have no agreements, so any one or all might withhold permission for us to carry them after Oct. 6.

If so, under the law we have no recourse but to take off the system any who refuse to permit us to carry them. We continue to negotiate with them, and hope they will not withhold permission, just as we hope the Toledo stations do not withhold permission in December, but in order to comply with the new law, we must send you this notification.

We will continue to carry the public broadcast stations, WGTE-TV 30, and WBGU-TV 27, under provisions of the Cable Act.

Compliance with the retransmission-consent portion of the law will render it prohibitively expensive and operationally complicated to continue to carry the FM stations on the A cable. Thus, effective Oct. 6, we no longer will provide this service. We regret that we must take this step.

Comparison of Old, New Rates Under The Cable Television Consumer Protection and Competition Act of 1992

(Effective Sept. 1, 1993)

<i>Item or Service Category</i>		Old Rate	New Rate
I.	Additional outlet ¹ (AO) with no converter	\$2.50	\$0.00
	<u>Total Monthly Fee: AO, no converter</u>	<u>\$2.50</u>	<u>\$0.00</u>
II.	CATV Basic ² (See notes on adjacent sheet)	\$11.95	\$9.78
	Franchise Fee ³	Included in Above	.29
III.	Home Wiring Maintenance Fee ⁴	Included in Above	\$.31
	<u>Total Monthly Fee: CATV Basic</u>	<u>\$11.95</u>	<u>\$10.38</u>
IV.	CATV Basic	\$11.95	\$9.78
	Satellite Services (not available separately) ⁵	\$9.00	\$10.76
	Franchise Fee ³	Included in Above	\$.62
	Home Wiring Maintenance Fee ⁴	Included in Above	\$.31
	<u>Total Monthly Service Fee: CATV/Satellite Services</u>	<u>\$20.95</u>	<u>\$21.47</u>
V.	Remote Control ⁶	\$3.00	\$.29
	Tocom Converter ⁶	Included in Above	\$2.54
	Ohio Sales Tax ⁷	No Charge	\$.18
	<u>Total Monthly Fee: converter, remote</u>	<u>\$3.00</u>	<u>\$3.01</u>
	Tocom Converter, no remote ⁶	No Charge	\$2.54
	Ohio Sales Tax ⁷	No Charge	\$.16
	<u>Total Monthly Fee: converter, no remote</u>	<u>No Charge</u>	<u>\$2.70</u>
	Remote function only, use own remote	\$3.00	No Charge
	Tocom Converter ⁶	Included in Above	\$2.54
	Ohio Sales Tax ⁷	No Charge	\$.16
	<u>Total Monthly Fee: converter, remote function</u>	<u>\$3.00</u>	<u>\$2.70</u>
VI.	Additional outlet, converter and remote	\$8.95	
	Additional outlet ¹	Included in Above	\$0.00
	Converter ⁶	Included in Above	\$2.54
	Remote ⁶	\$3.00	\$.29
	Ohio Sales Tax ⁷	No Charge	\$.18
	<u>Total Monthly Fee: AO, converter, remote</u>	<u>\$11.95</u>	<u>\$3.01</u>
VII.	Converter ⁶ on additional outlets with premium service	\$8.95	\$2.54
	Each AO converter authorized for any premium service available on primary outlet ⁹	Included in Above	\$4.95
	Additional Outlet ¹	Included in Above	\$0.00
	Franchise Fee ³	Included in Above	\$.15
	Ohio Sales Tax ⁷	No Charge	\$.16
	<u>Total Monthly Fee: AO with premium service</u>	<u>\$8.95</u>	<u>\$7.80</u>

RESIDENTIAL RATE CARD - EFFECTIVE 9-1-93

	Installation	Monthly
Standard Service		
Outside Connection	\$17.85	20.54
Inside Wiring-each outlet	17.85	20.54
-CATV Basic		
Outside Connection	30.85	9.78
Inside Wiring-each outlet	17.85	9.78
-Satellite Channels	*	10.76
Home Wiring Maintenance	0	0.31
Standard Service-Apartment Installation	11.90	20.54
Reconnect-non-pay disconnect	27.85	20.54
Non-payment Collection Fee	15.00	
Equipment Rental: (State sales tax will be added)		
Tocom Converter		2.54
CableSystem Controller Remote		0.29
Additional Outlet-separate trip (Additional Outlet might require amplifiers.)	26.75	0
Outlet Relocation-at time of install	17.85	
Outlet Relocation-separate trip	26.75	
VCR Kit Hook-up	17.85	0
Prewire Charge-1st outlet	35.65	
-each additional outlet	17.85	
Wall Fish	17.85	
Picture in Picture-at time of install	17.85	
Picture in Picture-separate trip	26.75	
Extension Cable-picked up in lobby	11.85	
Extension Cable-delivered	20.00	
Exact Time Install	15.00	
Miscellaneous trip to home	17.85	
Inside Wiring Repair Call-with maintenance agreement	0	
-without maintenance agreement	25.00	
Bury Drop-customer option	35.65	
Returned Check Fee	10.00	
*not available separately		
Impulse Entertainment (Monthly Guide Included)		
Impulse Installation	25.00	0
Impulse Movie	3.95	
Impulse 800 Movie	4.95	
Premium Service Rates (Monthly Guide Included)		
Upgrade	5.00	
Switch Services	5.00	
Monthly Charges		
-Showtime, PASS, Disney Channel		8.95 ea.
-Movie Channel		9.95
-HBO		12.95
-Premium Service Pass through on each additional converter		4.95
Packaging Prices for Additional Services		
ValueVision-Movie Channel Services, Converter and Remote, Rentals, Showtime, Movie Channel, Disney Channel		40.32
ValueVision-PASS not Disney Channel		40.32
ValueVision Plus with both PASS & Disney Channel		44.32
2 Premium Services		14.95
3 Premium Services		20.95
HBO not available in packages		

A payment of installation charges plus the first month of service and picture ID is required for all new subscribers of The CableSystem at the time of install.

50% discount on installation charges for Golden Buckeye card holders.

A franchise Fee is charged for CATV Basic, Satellite Channels, and Premium Services.

Prices apply only to normal installations within 150' of existing cable plant. Other conditions might require additional charges.



Customer Service 886-9800
24 hours, 7 days/week

DeVaux and Noverre Branches
1 pm - 7 pm, 7 days/week

Explanatory Notes

¹ The additional outlet charge has been a part of our fee structure since the founding of this company in 1966. We believe it has been fairly priced, and increases have not even kept pace with inflation. However, under the new FCC rules, it is not permissible to continue charging the additional outlet fee. Part of the cost of maintaining the system had been covered by the revenue generated by the additional outlet fee.

² In order to comply with the guidelines established by the FCC, we have moved two channels from the Satellite Services to be included in the CATV Basic and have reduced the price for CATV Basic from \$11.95 to \$9.78, while making it possible to order premium services and Pay-Per-View events. The channels are Impulse Marquee and Prevue Guide (on Chs. 14A and B respectively, on cable-ready TV sets only).

³ The franchise fee (the amount we pay for the use of public rights-of-way for our cables) is not new and does not add to your total bill. It formerly had been included as part of your basic service, but now is listed separately. Before, the statement showed level of service, premium channels, remote function, and any Impulse ® Entertainment items purchased. The FCC now requests us also to itemize equipment rental, sales tax, and franchise fees (three per cent of CATV Basic and Satellite Services and additional outlets, and two per cent of premium service charges). That's why you see more lines and figures on your statement.

⁴ The home wiring maintenance fee had been included in the monthly charge for service, either CATV Basic or the Standard Satellite Service, and provided us the resources to make no-charge service calls whenever you called. Now that we must itemize all charges, this will appear as a separate fee on your statement. If you pay the home wiring maintenance fee, we will continue to make service calls at no charge. If you do not wish to pay the monthly maintenance fee, call and we will remove it from your statement. However, if you choose to cancel this service, each repair call to your home will cost \$25, unless the problem is due to wiring outside the home or to any of our electronic equipment.

⁵ The 22-channel Satellite Services has gone from \$9 to \$10.76 per month, meaning that the total monthly charge for the full 42-channel CATV Basic and Satellite Services (including local franchise fee of 62 cents and home wiring maintenance fee of 31 cents) has gone from \$20.95 to \$21.47. That 52-cent increase is brought about by the government-mandated restructuring of charges and offerings under the guidelines established nationally. You, our customers, have been enjoying lower than standard rates, but these now must be increased while other charges are reduced to bring our total fee structure in line with Washington's demands and to offset revenue being lost by the reduction in charges for additional outlets.

We have exercised responsible restraint in setting our fees in the past, but now must yield to the mandates of the Cable Act. While you may have heard reports in the media about rate rollbacks averaging 10 per cent and more, those reports were misleading in that they